

Information Paper

SUBJECT: Information Technology (IT) Support for Official Spouse Volunteers

1. Purpose. To identify the options for issuing ".mil" accounts and password authorization to military spouses for the purpose of conducting military family support missions.
2. Facts.
 - a. There are two options:
 - (1) The spouse can obtain an Army Knowledge Online (AKO) account under the military member's sponsorship.
 - (2) The spouse can be an official (also known as statutory) volunteer. In this case he/she would be permitted to access and use the government-furnished computer (unclassified only) in quarters. Such use, however, would be limited to official volunteer duties – the spouse may not use the government computer for personal activities.
 - b. All family members may obtain an account on AKO. This can be obtained on the AKO page using any computer connected to the Internet. Once the family member receives access authorization, he/she may establish e-mail service for personal e-mail messages and establish a private Web site on the Knowledge Communications Center for sharing documents or other files. The spouse may access an AKO account through his/her personal computer, but an AKO account alone would not authorize him/her to use the government computer in quarters.
 - c. In addition to an AKO account, a spouse with "official volunteer status," pursuant to 10 USC § 1588(f), may be authorized use of Government facilities (such as office or desk space), equipment, supplies, computers, and telephones, needed to perform assigned duties. The statute authorizes the use of appropriated or non-appropriated funds to pay for the equipment and related charges. In addition, installation commanders have the authority to install telephone lines and other necessary telecommunication equipment and pay for the installation charges for the equipment when the official volunteer works out of the home. However, no government services or equipment may be provided for a spouse who offers "gratuitous services" with no statutory volunteer status.
 - d. The provisions for "statutory volunteers" are found in Army Regulation 608-1, paragraph 5-10 (http://www.army.mil/usapa/epubs/pdf/r608_1.pdf), and Department of Defense Instruction Number 1100.21, Appendix E.3.7 (<http://www.dtic.mil/whs/directives/corres/html/110021.htm>). The Army Community Service (ACS) Director at each installation can explain the standards for volunteer service to family members and assist the family

member in completing any requirements. The standards include, as a minimum, a volunteer agreement and a position description.

- e. The "statutory volunteer" status recognizes the family member's requirement to obtain government services and support. Under this status, the ACS Information Management Officer would advise on proper workstation and IT usage, helpdesk information, and reporting/handling of computer incidents. The site security manager will give the spouse the same instructions provided to other Army computer users regarding information security (handling, storing, and transmittal of government information) and personal security.
- f. AR 25-1, paragraph 6-4 g, addresses telecommunications in private quarters for key personnel. When a military member is authorized residential network communications for official purposes, the government will not install a second line in the same residence for the statutory volunteer. The revision to the DA Pamphlet 25-1-1 will include the information contained in the paragraphs above with the applicable references.
- g. DOIMs should work closely with the ACS Directors to ensure that military spouses that are designated as statutory volunteers receive the support to which they are authorized under AR 608-1.

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